



# CITY OF LONG BEACH

DEPARTMENT OF HEALTH AND HUMAN SERVICES

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Animal Care Division  
Updated: June 2008

## SUMMER 2008 SERVICE STANDARDS

Summer time is the busiest time of year and requires the efforts of the entire community to keep the environment safe and healthy for people and animals alike. Long Beach Animal Care Services Bureau will work hard with the community to maintain the following service standards:

### EMERGENCY CALLS:

#### **Priority One Calls (immediate response within 60 minutes\*)**

Priority One Calls focus on public health, safety and wellbeing. Animal Care Officers respond immediately (based on the order of calls for service) in the following areas:

- Bites: aggressive and dangerous dogs
- Injuries: injured animals (all animals)
- Dangerous Animals: wildlife and reptiles
- Cruelty: neglect of any animals in progress
- School Custody: custody of animals on school grounds

\* Between the hours of 4:00 PM and Midnight (7-days a week) response for Priority One Calls can vary between 60 and 90 minutes)

### NON-EMERGENCY CALLS:

#### **Priority Two Calls (response depends on the resolution of safety related calls)**

Priority Two Calls include all non-critical and non-emergency situations. Animal Care recommends that residents and customers transport the following categories of animal during regular business hours\*:

- Custody: trapped, stray or contained animal with no known owner
- Nuisance Wildlife: common wild animals (e.g. skunks, possum and raccoons)
- Dead: deceased animals in the public or private space
- Stray Dogs: non-aggressive loose dogs
- Owner Pick-up: any live or deceased animal

\* Animal Care Officers will respond to extraordinary Priority Two Calls for service on a case-by-case basis.

#### **Priority Three Calls (consultation and complaints)**

Priority Three Calls include non-critical, quality of life and neighborhood nuisance issues. Animal Care Officers receive complaints and follow-up on investigations within 90 days (excluding Priority One vicious animal and animal cruelty complaints):

- Chronic Stray: owners allowing dogs to stray repeatedly
- Barking: owners allowing dogs to bark incessantly
- Trap Pick-up: residents requesting trap-rental for self-service